

CLAIMS

What is claimed is:

1. A tool for use with an asset, the tool comprising:
 - a portable computing device;
 - a database located on the portable computing device;
 - a wireless interface adapted for connecting the portable computing device to a network via a wireless access protocol;
 - knowledge base software installed on the portable computing device;
 - a global positioning system (GPS) device attached to the portable computing device; and
 - asset tracking software, installed on the portable computing device, for receiving an asset GPS location via the wireless interface, and for updating asset data via the wireless interface.
2. The assistant tool of claim 1, wherein the knowledge based software includes at least one of a diagnostic module adapted to conduct diagnostic tests on the asset, a data entry module adapted to record information, and a barcode scanning module adapted to scan a barcode on the asset.
3. The assistant tool of claim 1, wherein the knowledge based software includes a time tracking module adapted to track user time, a work order management

3 module adapted to manage work orders, and a billing module adapted to generate
4 billing information.

1 4. The assistant tool of claim 1, wherein the knowledge based software includes an
2 electronic signature module adapted to receive electronic signatures on the
3 portable computing device.

1 5. The assistant tool of claim 1, wherein the knowledge based software includes
2 messaging software.

1 6. The assistant tool of claim 1, wherein the asset tracking software includes a travel
2 time calculating module adapted to calculate travel time from a first location to a
3 second location.

1 7. The assistant tool of claim 1, wherein the asset tracking software includes a
2 mapping module adapted to provide a real-time map based on a GPS location of
3 the tool.

1 8. A network for managing a portable computing device used by a user servicing an
2 asset, the network comprising:

3 a wireless interface adapted for communicating with the portable
4 computing device via a wireless access protocol; and

5 asset tracking software for providing asset data including an asset GPS
6 location via the wireless interface to the portable computing device, and for
7 receiving an update of asset data from the portable computing device via the
8 wireless interface.

1 9. The network of claim 8, further comprising knowledge based software including a
2 time tracking module adapted to track user time, a work order management
3 module adapted to manage work orders and a billing module adapted to generate
4 billing information.

1 10. The network of claim 9, wherein the knowledge based software further includes
2 an electronic signature module adapted to receive electronic signatures from the
3 portable computing device.

11. The network of claim 8, further comprising at least one database.

1 12. A tool for use with an asset, the tool comprising:
2 a portable computing device;
3 a database located on the portable computing device;
4 means for connecting the portable computing device to a network;
5 means for accessing the database;
6 means, attached to the portable computing device, for determining a global
7 position of the portable computing device; and
8 means for providing an asset GPS location that is received via the means
9 for connecting, and for updating asset data via the means for connecting.

1 13. A tool for use with an asset, the tool comprising:
2 a portable computing device;
3 a database located on the portable computing device;
4 a wireless interface adapted for connecting the portable computing device
5 to a network via a wireless access protocol; and
6 knowledge based software installed on the portable computing device for
7 accessing the database,
8 wherein the knowledge based software includes a time tracking module
9 adapted to track user time, a work order management module adapted to manage
10 work orders and a billing module adapted to generate billing information.

1 14. The tool of claim 13, further comprising:
2 a global positioning system (GPS) device attached to the portable
3 computing device; and
4 asset tracking software, installed on the portable computing device, for
5 receiving an asset GPS location via the wireless interface, and for updating asset
6 data via the wireless interface.

- 1 15. A method of utilizing a tool for use with an asset, the method comprising the steps
2 of:
3 receiving a work order for the asset;
4 receiving asset data for the asset at the tool, the asset data including an
5 asset GPS location;
6 proceeding to the asset based on the asset GPS location;
7 determining whether the asset data is correct; and
8 correcting the asset data where the asset data is incorrect.
- 1 16. The method of claim 15, wherein the step of proceeding to the asset includes
2 following a real-time map provided on the tool.
- 1 17. The method of claim 16, wherein the step of proceeding includes determining a
2 travel time to the asset.
- 1 18. The method of claim 15, wherein the steps of receiving are conducted
2 electronically between the tool and a base network.
- 1 19. The method of claim 15, wherein the asset data further includes at least one of an
2 asset type, an asset model and an asset condition.

1 22. A tool for use with an asset, the tool comprising:
2 a portable computing device;
3 a database located on the portable computing device;
4 means for connecting the portable computing device to a network;
5 knowledge based software including:
6 means for tracking time of a user on the tool;
7 means for managing work orders on the tool; and
8 means for generating billing information on the tool;
9 means, attached to the portable computing device, for determining a global
10 position of the portable computing device; and
11 means for providing an asset GPS location that is received via the means
12 for connecting, and for updating asset data via the means for connecting.